



Developing, Fielding, and Sustaining America's Aerospace

Air Force Knowledge Now: Enabling the AF Mission



U.S. AIR FORCE

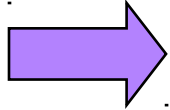
**Dick Ennis & Neil
Reinsmoen**

HQ AFMC/DR

Integrity - Service - Excellence



Outline



- **Strategic Direction**
- **What We've Learned...**
- **Knowledge Now Overview**
- **Contracting CoPs**
- **KN Demo**



President's Management Agenda

“Knowledge management systems are just one part of an effective strategy that will help generate, capture, and disseminate knowledge that is relevant to the organization’s mission. ”

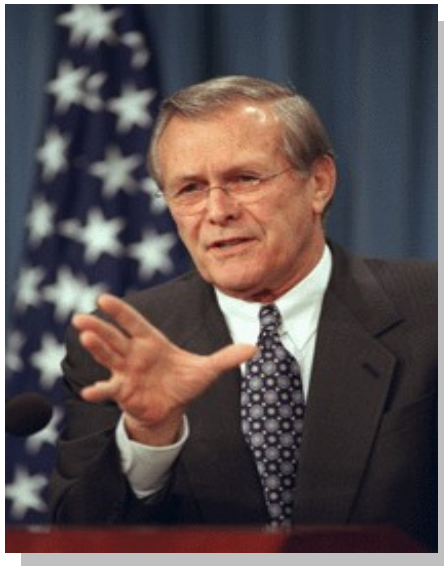


**President's Management Agenda,
Fiscal Year 2002, p. 13
#1 of 5 Government-wide Initiatives:
Strategic Management of Human Capital”**



Department of Defense Strategic Direction

“Transformation applies not just to what DoD does, but how it does it....Boundaries must be broken to accelerate change across the entire organization, promote cooperation, share information and best practices, and institutionalize change throughout the Department.”



Quadrennial Defense Review, September 2000
Secretary of Defense Donald H. Rumsfeld



Air Force Strategic Direction

Goal 6: Provide decision-makers and all Air Force personnel with on-demand access to authoritative, relevant and sufficient information to perform their duties efficiently and effectively.

Goal 7: Implement knowledge management practices and technologies to assure knowledge is identified, captured, and shared.

Goal 8: Ensure that Air Force energy and information systems are connected to enable modular, platform-independent information management capabilities and are interoperable with Department of Defense and other government information systems.





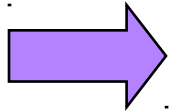
Knowledge Now

Current Direction

- **Accelerate productivity initiatives by enabling knowledge transfer from topic practitioners to seekers**
AFMC/DR Mission Element
- **I need your personal and staff support to ensure smooth transition of mandatory information and construction/population of our complementary AFMC communities as part of the AFMC Knowledge Management Program.**
AFMC/CC Memo
13 May 02
- **Leverage KN as we establish an AF-wide KM program.** *Sep 03 AF CIO*



Outline

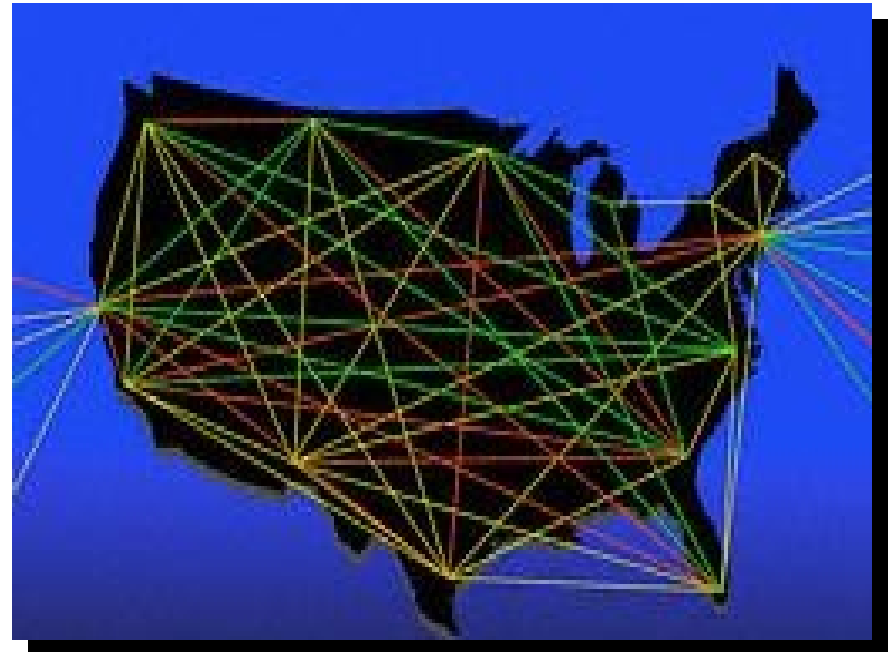


- **Strategic Direction**
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Knowledge Management Today

- **Knowledge can be shared on a 1:1 or a 1:1,000,000 basis**
- **Crosses boundaries of:**
 - Time
 - Geography
 - Organization





Air Force Knowledge Management

Working Definition

Knowledge Management is a disciplined approach to the creation, collection, sharing, and application of an organization's collective knowledge to achieve organizational objectives and strategic enterprise goals.





“The Need to Know”

“Knowledge Management has gone from pie-in-the-sky promises to more realistic applications.”

“Knowledge practitioners today are focused on deploying simpler tools, creating processes for how they'll be used, then doing everything possible to feed a culture of knowledge sharing.”

InformationWeek
BUSINESS INNOVATION POWERED BY TECHNOLOGY

18 Aug 03



Knowledge Now Approach

- **User centric**
- **Grow with the user**
- **Simple, easy, fast**
- **Processes must be in place**
- **Create a knowledge sharing culture**

- **“Bells and whistles” will kill success**
- **Focus only on connecting people-to-people, for tacit knowledge sharing**

- **SOURCE: Col Kurt A. Stonerock SAF/AQ Apr 03**



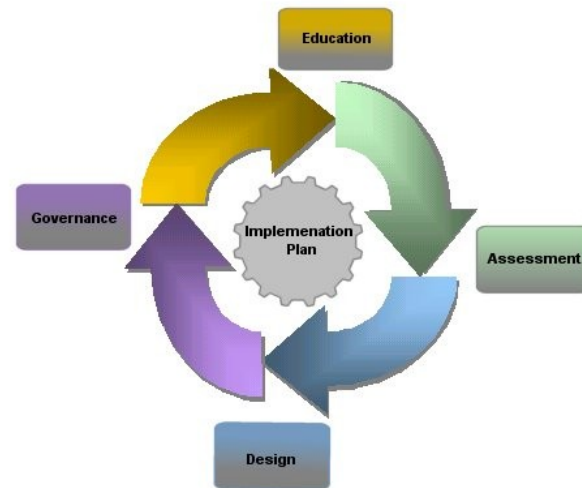
Knowledge Now: What we've learned

- **A successful knowledge management environment should be:**
 - **FAST**- Easy to deploy, responsive to end user questions
 - **SIMPLE**- Intuitive, use conventional technology, not too many “bells & whistles”
 - **FLEXIBLE**- Each group has specific needs; level of adoption related to ability to “make it their own”
 - **CONTEXTUAL**- Applies to work I do today; Common language/taxonomy
 - **USER- CENTRIC**- Focus on business needs of individual customers
 - **“BOUNDARYLESS”**- Not limited to organizational, cultural, or physical boundaries



Knowledge Now Methodology

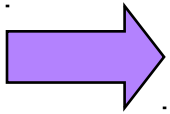
- **Education** - Educate key community decision makers
- **Assessment** - Perform knowledge mapping process
- **Design** - Align knowledge needs with business processes
- **Implementation Plan** - Capture information to develop an Implementation Plan
- **Governance** - Define Community of Practice roles, responsibilities and rules





Outline

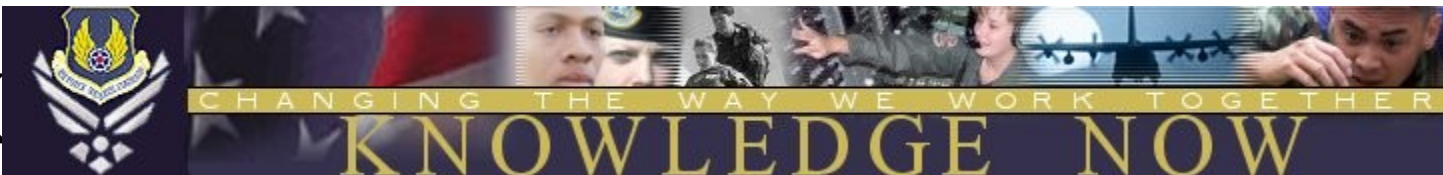
- **Strategic Direction**
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Knowledge Now Vision

- **Integration vs. Loose Confederation**
 - **Integrate** AF Deskbook, AFMC Help Center & AFKM Community of Practice Workspaces
 - Retain **most frequently used info** and level of **pedigree**
 - Retain best of Deskbook; **expand info resources and tools**
 - Retain AF/AFMC-wide information **access**
 - Expand **Search** capability
 - Enhance **Collaboration** opportunities & capabilities
 - Enhance **Learning** opportunities - across AF communities



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Defense Acquisition

Deskbook

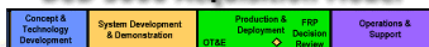
28 February 2002



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DoD 5000 Acquisition Model



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[2002 Edition of the Air Force Materiel Command Supplement \(AFMCFARS\)](#)

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For the most current and accurate information regarding the Deskbook transition to the Defense Acquisition University (DAU), please visit:

<http://deskbooktransition.dau.mil>

Warning: The January 2002 edition of DCAA Contract Audit Manual (CAM) is now out of date. For the July 2002 edition of DCAA CAM, T640.1, please click here



Timely
Content



Anytime Anywhere



What is a “Community of Practice”?

A Community of Practice is a group of people connected to each other by a need to solve business problems, sharpen skills by sharing common practices and



Think of a CoP as a “Community of Experience”
Experience is what has to be transferred to achieve labor savings.



Peer-to-peer Collaboration: Knowledge Now Wisdom

Change

*People
with problems
or questions*

*Are
Connected
With*

*People
with answers
or expertise*

**Three challenges to knowledge transfer
are:**

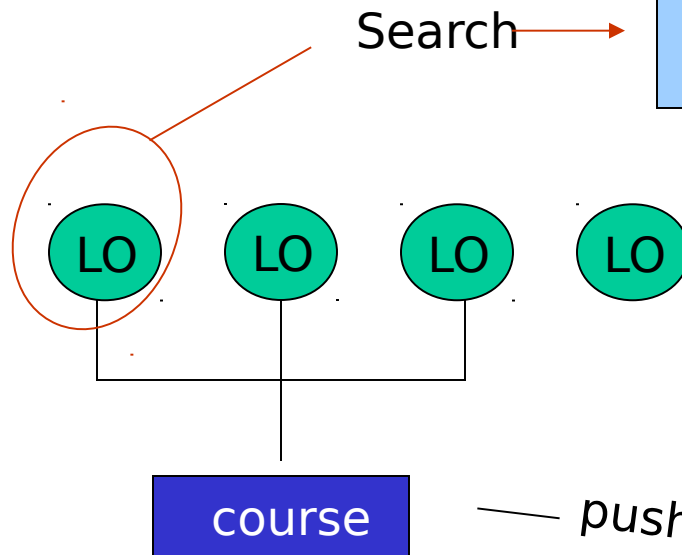
- 1) finding the right person at the
right time**
- 2) capturing knowledge**

**Wisdom Exchange helps capture and
disseminate tacit knowledge that is
gained by
individual experience**



E-Learning Elements: Learning

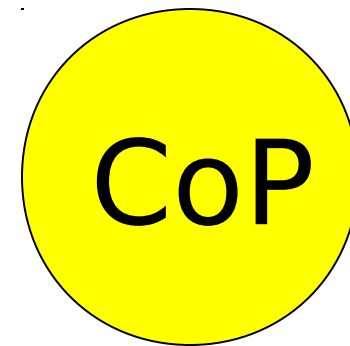
Integrated Learning Objects



We have an entire course* on that subject. [Tell me](#)

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(*Discussion Forum, etc.)



LO and CoP Metadata



How Do We Implement ?

...Knowledge

Now

Link to
Current
'Validated'
Info

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Engine

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Collaboration Tools



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All Communities of Practice by Knowledge Area

Search for Community:

Search

- ☐ = Open community
- ☐ = Entry community
- ☐ = Closed community

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1. **[NULO Resolution](#)** (WPAFB - ASC Financial Mgt)

The financial manager must have a clear understanding of commitments, obligations and expenditures, along with Unliquidated Obligations (ULOs) and NULOs. The financial manager must be willing to use the Mechanization of Contract



2. **[DFAS-DENVER CENTER IMPLEMENTATION OF](#)** (Wright-Patterson AFB)

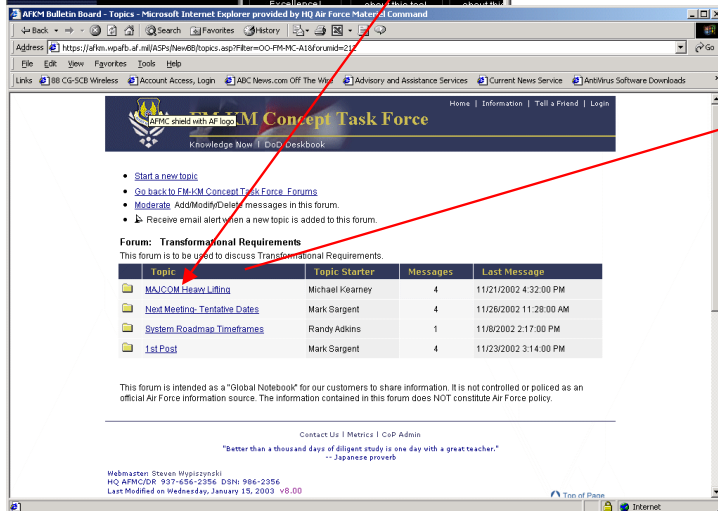
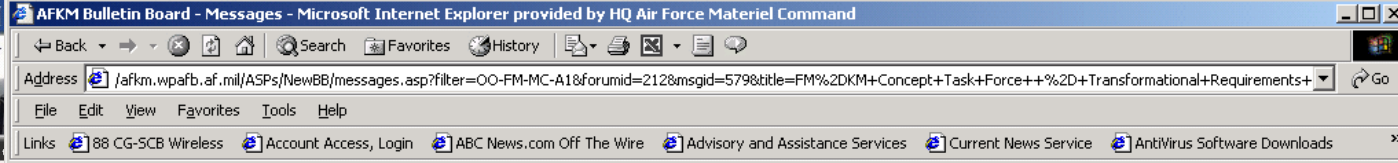
Chapter 14 covering ESP Codes and Reporting Requirements has undergone clarification to better define the differences between NULOs and UMDs and how to report them. The Air Force Accounting and Finance Office (AFAFO) is [Top of Page](#)



KM Collaboration Tools - Forums

Online Forums

- [Add a message](#)
- [Go to FM-KM Concept Task Force - Transformational Requirements Forum](#)
- Receive email alert when a new message is added to this topic.



Author	Topic: MAJCOM Heavy Lifting
Michael Kearney	<p>Message Posted 11/15/2002 1:51:00 PM</p> <p>Read Portal Direct Deposit Recommendations (TDD-02-03), dated Nov 02. Based on reading this, there is much overlap between the AF Portal and our efforts with FM-KM. Specifically, the AF Portal: enables web searching and discussion groups (para 2.4); is organized by SAF/FM web sites maintained by SAF/FM (para 3.1), MAJCOM web sites maintained by the MAJCOMs (para 3.2), and other web sites for community of practice - such as cost estimate/analysis (para 3.3).</p> <p>Last meeting we decided to model the "overall KM taxonomy" based on SAF/FM web site structure. As with the portal, the most logical means of implementation is having SAF/FM, as opposed to the MAJCOMs, implement the taxonomy. SAF/FM is the final authority on decisions (i.e., ask the expert), receive information the MAJCOMs don't have access to (i.e., congressional or technological innovations) --- and KM is an effective means of dissemination. Much of the KM taxonomy reference links are "already maintained" on the SAF/FM web pages.</p> <p>To avoid duplication of effort, the KM website should be added to each SAF/FM page, and updated by the web site admin already there (as opposed to a MAJCOM KM Owner). Appropriate MAJCOM POCs should send any additional links to populate these SAF/FM web sites, and submit their MAJCOM root directory to AFMC-KM for tie in to the KM system. Finally, communities of practice should be formed as needed.</p>
Mark Sargent	<p>Message Posted 11/15/2002 4:20:00 PM</p> <p>Mike, Appreciate your comments! I know you are paying attention. I'll try to give my view- if Ed Parker wants to turn</p>



KM Document Management Tools

Document Management- Great for Collaboration and Info Sharing

Open or Download?

ALSO- Original author's name, versions, draft/finished, or reserved

- [Select a Function]
- [Select a Function]
- View Information
- Reserve
- View Audit Trail
- Download File
- Email Doc Link



KM Powerful Features

KN Document Management Tool: View Documents - Microsoft Internet Explorer provided by HQ Air Force Materiel Command

Address: <https://afkm.wpafb.af.mil/ASPs/docman/DOCMain.asp?Tab=0&FolderID=OO-FM-MC-A1-6-2&Filter=OO-FM-MC-A1>

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Current Folder: 7-9 January Hurlburt Meeting

Type	Title	Counts/ Versions	Owner	Date	Working	Approved	Functions
Folder	Outcomes	0, 5		1/14/2003			
Document	AF CoP Workshop Slides Hurlburt 7 Jan 03	3	Michael Lipka	1/3/2003	Working	No	[Select a Fur]
Document	AFSOC Sec Clear Ver Ltr for email	1	Karen Diehl	12/26/2002	Working	No	[Select a Fur]
Document	FM KM and CoP Briefing Hurlburt 7 Jan 03	4	Michael Lipka	1/3/2003	Working	No	[Select a Fur]
Document	FM Policy CoP Workshop Agenda 7-9 Jan 03	3	Michael Lipka	1/2/2003	Working	No	[Select a Fur]
Document	Hurlburt -Next Steps	1	Mark Sargent	1/3/2003	Working	No	[Select a Fur]
Document	Hurlburt Field Jan workshop participant info	5	Karen Diehl	12/26/2002	Working	No	[Select a Fur]
Document	SAF FMT AFMC Pre-Workshop telecon 19 Dec 2002	1	Karen Diehl	12/18/2002	Working	No	[Select a Fur]
Document	SAF FMT AFMC Pre-Workshop telecon 19 Dec 2002 Minutes	1	Karen Diehl	12/26/2002	Working	No	[Select a Fur]

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Subject:

Email Text

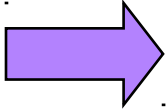
Here is a link to the Folder named 'CoP Workshops' in the Document Management System of FM-KM Concept Task Force:

<https://afkm.wpafb.af.mil/ASPs/docman/DOCMain.asp?Tab=0&FolderID=OO-FM-MC-A1-6&Filter=OO-FM-MC-A1>



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On-line Help can show you the full capability of Knowledge Now and your Community!

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- Recognize people over technology
- Simple goals, simple applications
- Facilitate and enable change
- Educate everyone
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